

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Karl-Heinz Pitsch

Confirmation No.: 3076

Application No.: 10/647,980

Group Art Unit: 3267

Filed: August 26, 2003

Examiner: Paul Danneman

For: **CLIENT RELATIONSHIP MANAGEMENT
AND PRODUCT DISTRIBUTION
SYSTEM AND METHOD**

PRELIMINARY AMENDMENT WITH RCE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the final Office Action dated December 28, 2009, please amend the application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 14 of this paper.